

PRV – Call Center Request for Form or Manual

Purpose:

The objective of this procedure is to request specific office issued forms or manuals to be mailed to the provider.

The provider will contact the call center via phone or correspondence requesting a specific form or manual. The Customer Service Representative (CSR) /team leader will request the forms by submitting this request through OnBase on the “PRV Manual/Form Request”.

Identification of Roles:

Quality Assurance (QA)Coordinator, Lead, Trainer, Supervisor, Management

Performance Standards:

80% service level, abandon rate, calls answered, calls received, average queue time (AQT).

Path of Business Procedure:

Step 1: Incoming call or mail requesting form

- a. If incoming call, follow provider verification process

Step 2: Sign on to OnBase Client by double clicking on Icon.

- a. Enter Username and Password.
- b. Choose “File”, “New”, “Form”, and “Manual/Form Request” from drop down box and click create
- c. List of Provider Form Request will appear, determine quantity and type of form requested by provider

Step 3: Fill out form including:

- a. Document Control Number (DCN)
- b. Address
- c. National Provider Identifier (NPI)
- d. Name, then click submit
- e. Input NPI if there is more than one location.
- f. Check the box “Lookup” box.
- g. Click on the box and choose between the Legacy.
- h. Address will have a “Load Address” option. That will auto-populate the address.

Step 4: Form will be mailed to provider by receptionist

- a. If manual is requested,
 - 1. a “1” must be entered in the field
 - 2. Select manual type from drop down box

Forms/Reports:

PRV Manual / Form Request

RFP References:

6.4.2.3.b

Interfaces:

MMIS

OnBase

Providers

Attachments:

Process Map

Attachment

IME Operational Procedures Requirements Flowchart

